V. ADMINISTRATION AND INFORMATION SERVICES

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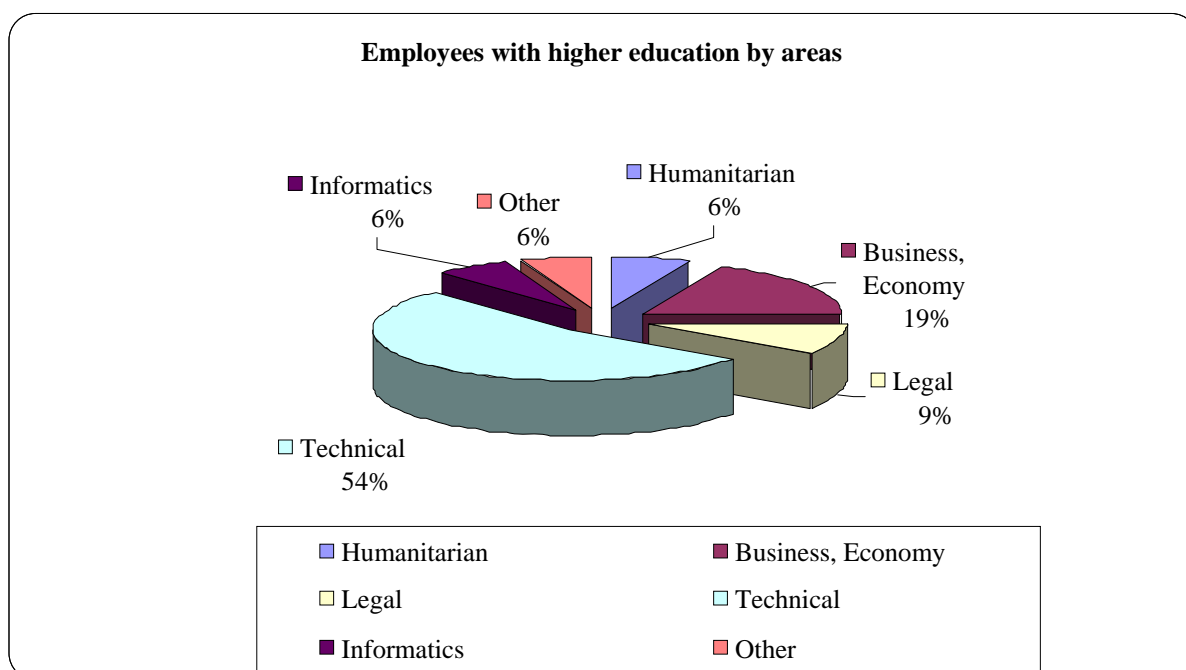
1. Human resources

One of the main goals of human resource management at the Communications Regulation Commission is to attract, retain and develop employees with high professional qualification and potential, motivated and responsible in their work to achieve the priorities and tasks set by CRC.

In 2010, the number of full-time employees of the Commission totalled 219 people, 90 men and 129 women.

The average age of the staff is 41 years, and 201 employees are university graduates.

The allocation of employees with higher education is in the following areas: technical, legal, business, economy, informatics, humanitarian, etc. (Fig. 73)

Employees with higher education by areas

- Informatics 6%
- Other 6%
- Humanitarian 6%
- Business, Economy 19%
- Legal 9%
- Technical 54%

Legend:
- Humanitarian
- Business, Economy
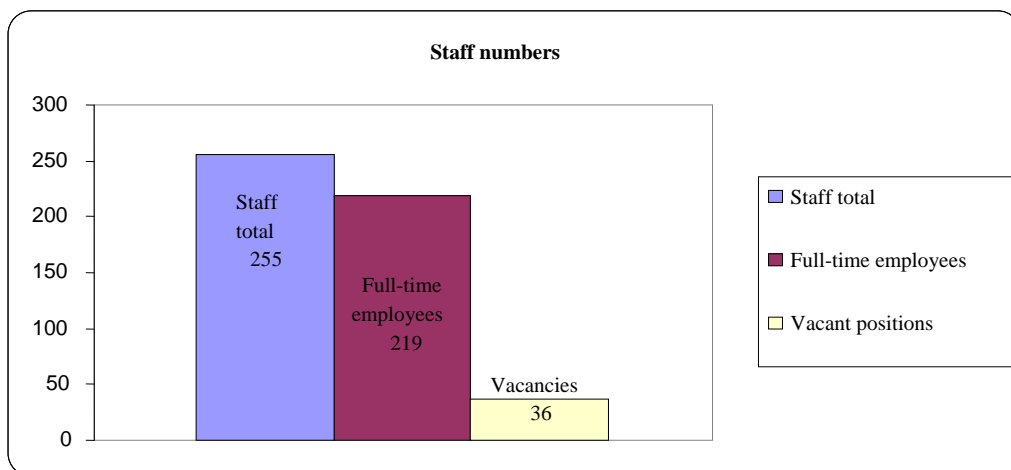- Legal
- Technical
- Informatics
- Other

Fig. 73

In compliance with the Internal rules and conditions for the recruitment, initiation and termination of employment relations and changes to the structure of the administration of the Communications Regulation Commission, during the year were carried out 16 recruitment procedures, as a result of which 15 new employees joined the administration's team.

For yet another year, CRC conducted an internship program under which 17 students were trained at different CRC directorates. As a result of the established good practice which allows students to get acquainted with the specifics of the work and the working environment, three young specialists were appointed at the Communications Regulation Commission.

The total number of the staff in 2010 was 255 people, of which 219 were full-time employees, whereas vacancies totalled 36 (Fig. 74).

Staff numbers

Staff total 255
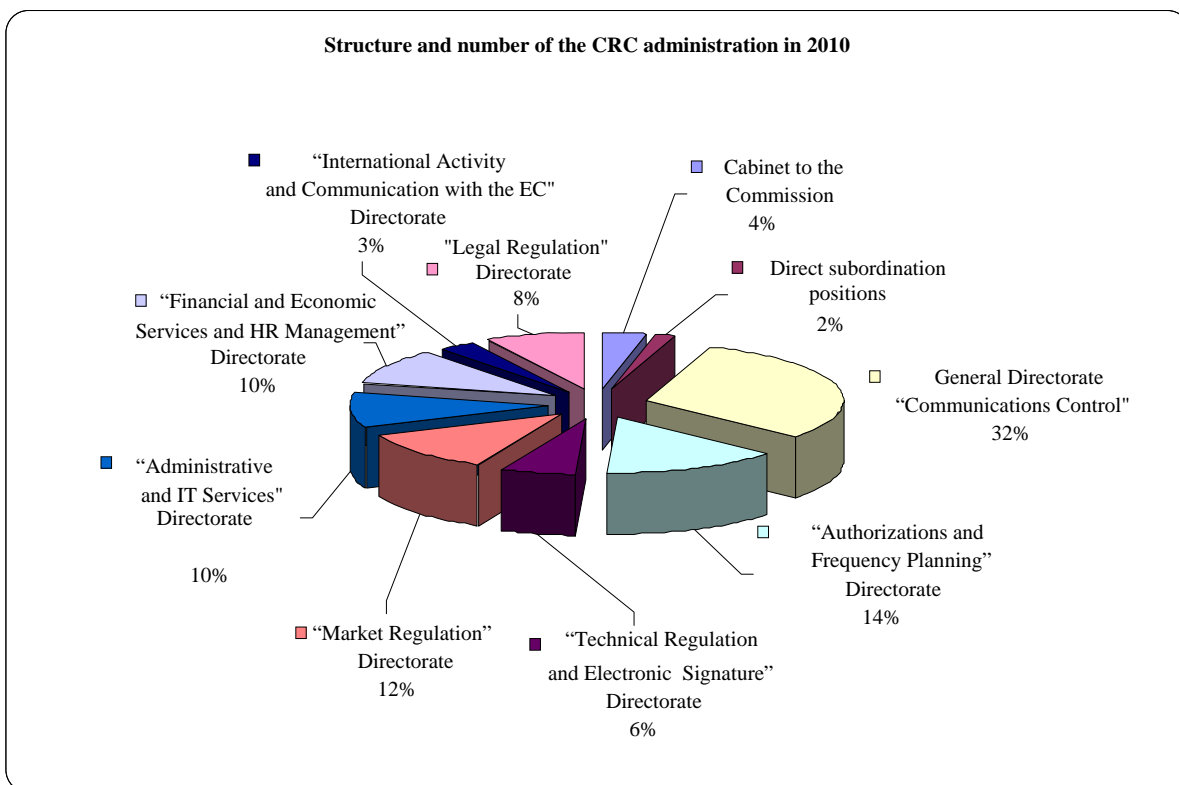Full-time employees 219
Vacancies 36

Legend: Staff total, Full-time employees, Vacant positions

The number of occupied managerial positions was 42, 17 men and 25 women (Fig. 75).

Managerial Positions

women - 25
men - 17

Legend: women, men
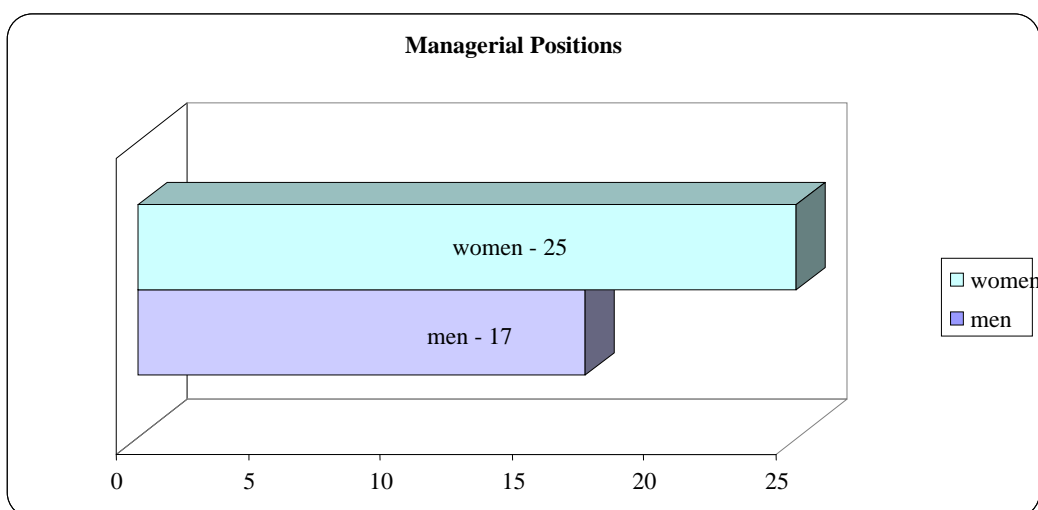
Structure and number of the CRC administration in 2010 (Fig.76):

- Cabinet to the Commission   8
- Direct subordination positions   3
- General Directorate "Communications Control"   67
- "Authorization and Frequency Planning" Directorate   31
- "Technical Regulation and Electronic Signature" Directorate   13
- "Market Regulation" Directorate   25
- "Administrative and IT Services" Directorate   21
- "Financial and Economic Services and HR Management" Directorate   22
- "International Activity and Communication with the EC" Directorate   7
- "Legal Regulation" Directorate   17

Structure and number of the CRC administration in 2010

Pie chart segments:
- "International Activity and Communication with the EC" Directorate — 3%
- "Legal Regulation" Directorate — 8%
- "Financial and Economic Services and HR Management" Directorate — 10%
- "Administrative and IT Services" Directorate — 10%
- "Market Regulation" Directorate — 12%
- "Technical Regulation and Electronic Signature" Directorate — 6%
- Cabinet to the Commission — 4%
- Direct subordination positions — 2%
- General Directorate "Communications Control" — 32%
- "Authorizations and Frequency Planning" Directorate — 14%

Fig. 76

In accordance with the Internal rules for salary arrangements, its own system for personnel remuneration and performance assessment, employees were stimulated to achieve high results and exemplary performance of their duties.

In order to maintain and develop good communication skills and to improve the organization of work between directorates, as well as to raise the staff qualification, three managerial seminars were organized during the year, along with seminars with representatives of different directorates on issues of common interest.

The fields of training carried out at different courses and seminars conducted either by external training organizations or by CRC in 2010, as well as the number of the participants in them, were as follows (Fig. 77):

• Legal aspects of the administrative activity	14
• Managerial skills	117
• Financial and business administration and HR management	3
• Information technologies and computer skills	32
• Project management, electronic management	4
• Prevention and resistance to corruption and protection of classified information	2
• Foreign language training	36
• Specialized training	95

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Staff training

Legend:
- Legal aspects of the administrative activity
- Managerial skills
- Financial and business administration and HR management
- Information technologies and computer skills
- Foreign language training
- Specialized training
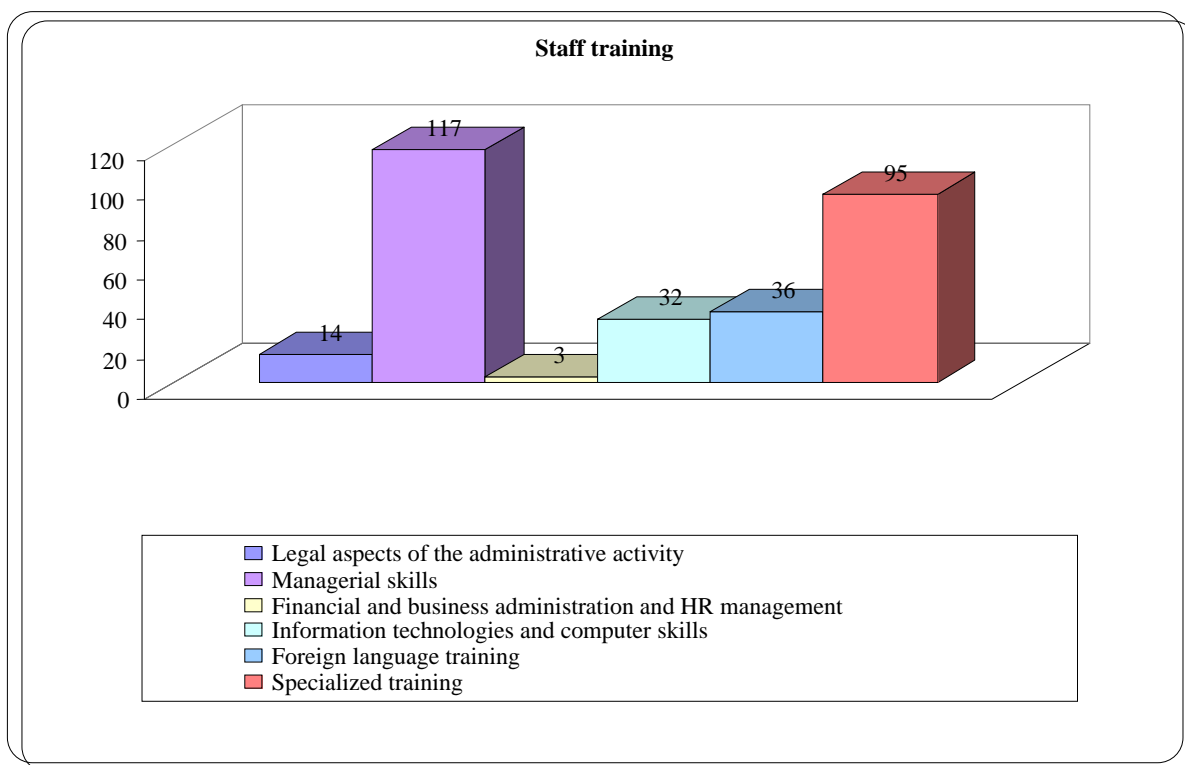
2. Information services

The main activities related to the development of the information services and technologies are characterized by projects executed along the following lines:

2.1. Implementation, support and development of information systems

- Support and development of an Internet portal aimed at informing, communicating and providing feedback with citizens and business.

- Support and optimization of a *web*-based document processing system of CRC. Preparation of an extension to the system for work with electronically signed documents.

- Maintenance and exploitation of information system "Licensing and Registers", which assists the information process management supporting the Commission's electronic registries and providing public access through the Internet, in compliance with the provisions of LEC, LEDES and PSA.

- Analysis, development and support of other main and subordinate information systems: specialized software in the sphere of electronic communications, technological software used by specialized directorates, legal information systems, accounting systems, warehouse and salary systems, etc.

- Development of project[1] "Extension to the information system "Licensing and Registers" of CRC, in connection with the development of a practical software provision for the information, authorization, licensing and registration activities, aimed at the electronic provision of complex administrative services to citizens and business under Operational Program "Administrative Capacity" (OPAC), Sub priority: 3.1. "Improvement of the services provided to citizens and business, including through electronic management development", Priority axis: III. "Quality administrative services and electronic management development",

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[1] A presentation of the project in Bulgarian, English and French is published under the "For Consumers" section on the CRC's website – www.crc.bg

funded by the European Social Fund. The project and the information system were introduced to the business and the citizens at the end of 2010 during 7 seminars held in Blagoevgrad, Vratsa, Plovdiv, Veliko Tarnovo, Varna, Burgas and Sofia. More than 140 CRC employees were trained to work with the new system.

2.2. Data protection and electronic information

- Support of an active Directory based on MS Windows Server 2003 and integrated with it internal PKI infrastructure.
- Introduction of a centralized system for anti-virus and anti-spam protection.
- Support and development of an integrated system for access control and control over the working hours in the administrative buildings.

2.3. Activities related to the organization's participation in e-government projects in the Republic of Bulgaria

- Preparation of an extension to the information system "Licensing and Registers" which will ensure the provision of 39 electronic administrative services to citizens and business. The information system has been certified under the Regulation on the general requirements for operational compatibility and information security and has been registered as a participant in the Uniform environment for electronic document exchange.
- Participation in inter- and intradepartmental working groups, as well as in commissions, curricula and seminars on the *e-government* projects.
- Issue and maintenance of universal electronic signatures of CRC at the e-government center located in Boyana, according to the LEDES requirements.

2.4. Technical and communication procurement and related services

- Support of VPN connectivity between the Commission's offices throughout the country.
- Support and monitoring of available communication networks and resources and structural cable laying. Installation and set-up of communication and network operating systems.
- Purchase, installation, commissioning and service of computer equipment and technical devices that come in support of the regulator's activity.

2.5. Coordination, control and personal assistance for the staff

- Preparation of user guidelines and instructions related to the procedure and rules for the use of information systems and technical devices, as well as procurement and control over personal users' execution and proper use of the systems.
- Personal assistance, training and IT support of employees.